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Designing Effective Prompts & AI Interactions

Course #: AI-101 **Duration:** 1 day

Prerequisites

Completion of AI Fundamentals for Professionals or equivalent knowledge is strongly recommended.

Details

This course teaches professionals how to interact with AI systems in a structured, repeatable, and reliable way. Rather than relying on trial and error, participants learn how to design prompts and interactions that clearly communicate intent, apply constraints, and guide AI toward useful, repeatable outcomes. The course emphasizes understanding how AI interprets instructions, how errors arise, and how to refine interactions to improve quality and consistency across everyday professional tasks.

After attending this course, students should be able to:

Understand how AI systems interpret and respond to prompts
Structure prompts to clearly communicate goals, context, and constraints
Improve unreliable or misleading AI outputs through refinement and iteration
Design repeatable interaction patterns for common tasks
Reduce variability and uncertainty in AI-generated results

This course is designed for professionals who regularly use AI tools and want to improve the quality, consistency, and reliability of AI-generated outputs through structured, repeatable interaction techniques.

Software Needed

Participants should have access to **at least one** AI assistant tool that supports interactive chat-style prompting, approved by their organization.

Examples include:

- Microsoft Copilot (web or Microsoft 365 integration)
- ChatGPT
- Claude
- Another comparable enterprise-approved AI assistant

Outline

Designing Effective Prompts & AI Interactions

- **Understanding AI Interaction Models**
  - How AI systems interpret instructions and requests
  - Why interacting with AI is different from questioning a human
  - The role of clarity, intent, and specificity
  - Common causes of poor or misleading AI responses

- **Anatomy of an Effective Prompt**
  - Defining the task and desired outcome
  - Providing relevant context and background
  - Establishing expectations for tone, format, and scope
  - Communicating assumptions and constraints
- **Defining Roles, Instructions, and Perspective**
  - Using role-based instructions to guide responses
  - Setting perspective and audience expectations
  - Aligning AI output with professional standards
  - Avoiding ambiguity and conflicting instructions
- **Structuring Requests for Reliable Results**
  - Single-step vs multi-step prompts
  - Breaking complex tasks into manageable steps
  - Sequencing instructions logically
  - Managing length and level of detail
- **Iterative Prompting and Refinement**
  - Evaluating AI responses for accuracy and usefulness
  - Refining prompts based on output quality
  - Using follow-up instructions effectively
  - Maintaining control over evolving interactions
- **Managing Errors, Ambiguity, and Hallucinations**
  - Recognizing inaccurate or fabricated information
  - Clarifying vague or incomplete responses
  - Redirecting AI when outputs drift from intent
  - Knowing when to restart or reframe an interaction
- **Applying Constraints and Guardrails**
  - Controlling tone, style, and formatting
  - Limiting assumptions and speculation
  - Requesting citations, structure, or verification
  - Ensuring consistency across repeated tasks
- **Reusable Prompt Patterns and Workflow Design**
  - Identifying common use cases and patterns
  - Creating prompt templates for recurring tasks
  - Maintaining consistency across teams
  - Establishing personal or organizational prompt libraries
- **Applying Prompting Skills in Daily Work**
  - Writing and editing professional content
  - Research and information synthesis
  - Planning, outlining, and idea generation
  - Supporting analysis and decision preparation
- **Summary and Next Steps**
  - Review of key interaction principles
  - Applying prompting skills responsibly
  - Connecting prompt design to AI productivity tools
  - Preparing for advanced AI workflows and system design